

Graphics Solutions for Professionals



# Matrox **G450 MMS**

## **User Guide**

10807-301-0220  
2007.02.02

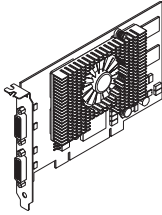
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# Overview

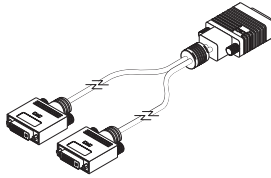
Thank you for purchasing a G450 MMS (Multi-Monitor Series) graphics card. Your Matrox MMS card is a high-performance graphics card that plugs into an expansion slot inside your personal computer. With this card, you can use 2 or 4 computer monitors or TVs at a time.

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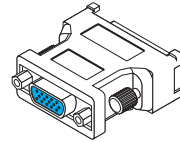
## Hardware supplied



G450 MMS card \*



Dual-monitor cable †



DVI-to-HD15 adapters ‡

\* Pictured is a G450×4 MMS card.

† 2 dual-monitor cables are included with Matrox MMS×4 products.

‡ 2 DVI-to-HD15 adapters are included for each dual-monitor cable.

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## Software supplied (for Windows 2000/XP and NT 4.0)

- Matrox PowerDesk – to use your Matrox graphics hardware
- Other software – see the CD-ROM *Readme* file

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## Installation overview



**Note:** If your Matrox product is already partially or fully installed on your computer, some or all the installation information in this guide may not apply to you. However, this information may be useful if you need to reinstall your Matrox product.

To install your Matrox product:

- 1 Install the Matrox card – see “[Hardware installation](#)”, page 3.
- 2 Install the software – see “[Software installation](#)”, page 8.

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# Hardware installation

This section describes how to install your Matrox card. For information specific to your computer, like how to remove its cover, see your system manual.



**WARNING:** To avoid personal injury, turn off your computer, unplug it, and then wait for it to cool before you touch any of its internal parts.

While your computer is turned off but still plugged in, some electrical current is supplied to the motherboard. This current may prevent newly installed hardware from working properly.

Also, static electricity can severely damage electronic parts. Before touching any electronic parts, drain static electricity from your body (for example, by touching the metal frame of your computer). When handling a card, carefully hold it by its edges and avoid touching its circuitry.

## 1 Switch to the standard VGA display driver

If you're running Windows 2000/XP on your computer, this step isn't necessary.

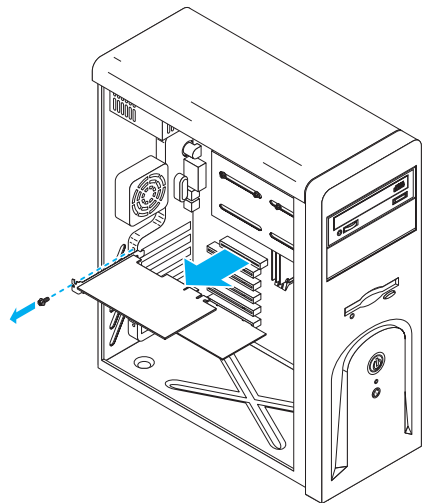
If you're using another operating system (for example, Windows NT 4.0), see its documentation for how to switch to VGA mode.

## 2 Open your computer and remove your existing graphics card\*

If a graphics card *isn't* already installed in your computer, skip to [step 3](#).

- a Using **Add/Remove Programs** in the Windows **Control Panel**, remove any currently installed display drivers. Restart your computer for the changes to take effect.

After your computer restarts, you're prompted to install drivers for the new graphics hardware detected. Click **Cancel**.



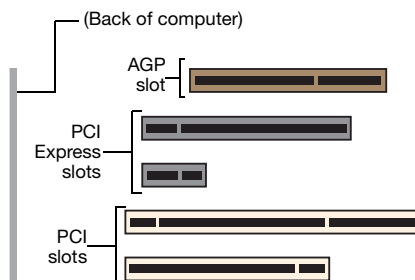
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\* With multi-display mode, you may be able to use your existing graphics card. For Windows 2000/XP, see Windows 2000/XP online help under "Multiple Display Support". For Windows NT 4.0, only Matrox graphics card models supported by the Matrox display driver can be used.

- b Turn off your computer and all peripherals such as your monitor or printer.
- c Open the computer and remove your existing graphics card. (If graphics hardware is built into the motherboard of your computer, you may need to disable it manually. For more information, see your system manual.)

### 3 Choose a PCI slot

Most computers have different types of expansion slots. Choose a *PCI* (not *PCI Express*) slot for your graphics card. Your card supports both 64-bit and 32-bit PCI slots. Your system manual should identify the location of each type of expansion slot in your computer.)

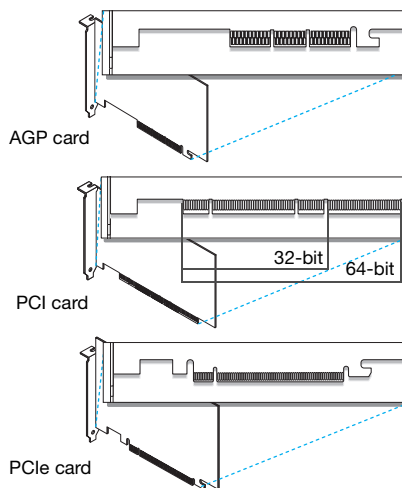


**Note:** If you're using a PCI graphics card in a PCI 64-bit compatible slot, your choice of PCI slot may affect your card or system performance. For more information, see your computer manual.



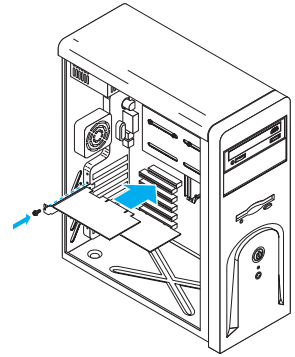
**WARNING:** Inserting your Matrox card into the wrong type of slot could damage your card, your computer, or both.

If you're using a 64-bit PCI slot, your card's edge connector should be inserted into only part of the PCI slot (the part closest to the back of the computer).



#### 4 Insert your Matrox card

- a** Position your Matrox card over the expansion slot you've chosen.
- b** Push the card in firmly and evenly until it's fully seated in the slot.
- c** Secure the bracket of your Matrox card to the computer frame.



# Connection setup

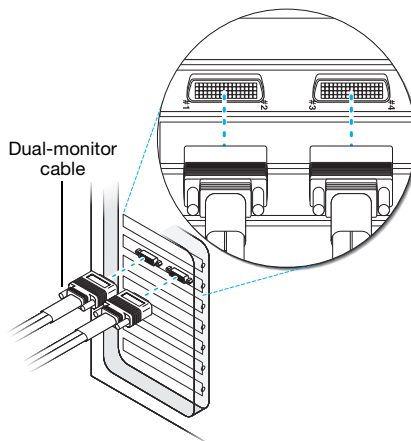
This section describes how to connect computer monitors to your Matrox product.



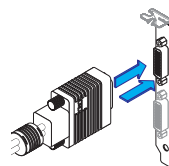
**Note: Windows 2000/XP** – If you want to use TV output with your Matrox product, you first need to connect at least one (1) computer monitor to be able to install the display driver. After the display driver is installed with TV output support, you can connect your dual-TV-output cables. For more information, see “TV output” in the online version of this guide.

## 1 Connect your dual-monitor cables

Attach your Matrox dual-monitor cables\* to the connectors on the bracket of your Matrox MMS card. Make sure the connectors are firmly in place.



**WARNING:** To avoid damaging the LFH-60 connector on your dual-monitor cable or on your graphics card, carefully insert the connector on your dual-monitor cable as straight as possible into the connector on your graphics card. Specifically, inserting the connectors into each other at an angle is likely to bend and damage the pins on the connector of the dual-monitor cable.



\* Only one dual-monitor cable is included with Matrox MMS×2 cards.

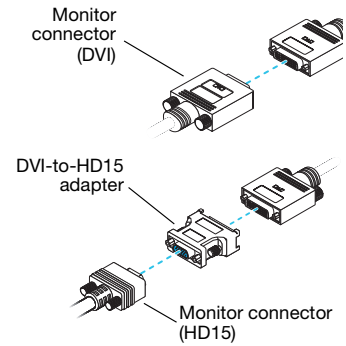
## 2 Connect your monitors

Connect your preferred monitor to the main DVI connector of your multi-monitor cable.

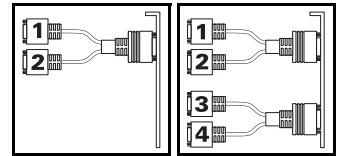
If your monitor has a DVI connector, connect it directly to the main DVI connector of your multi-monitor cable.

If your monitor has an HD-15 connector, use the DVI-to-HD15 adapter included with your product to connect your monitor to the main connector. Make sure the connectors are properly fastened.

Your Matrox card is now installed. Restart your computer and install your Matrox software (see “Software installation”, page 8).

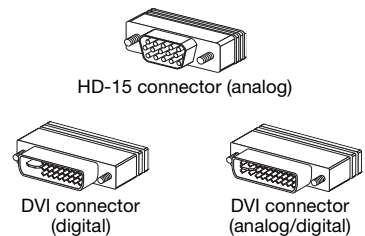


**Note:** Monitors are numbered consecutively based on which connector each is attached to. Numbering starts with the primary display – the one that first displays information when you restart your computer. If another graphics card is installed in your computer, display numbering may be different.



**Note:** To connect a *digital* monitor (a monitor that uses digital input, usually a flat panel monitor) to your Matrox product, your monitor must have a DVI connector.

Some monitors with DVI connectors support both digital and analog input. If you're using one of these monitors with your Matrox product, make sure it's configured to use the correct type of input. For more information, see your monitor documentation.



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# Software installation



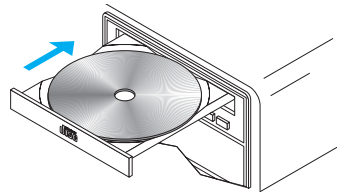
**Note:** This guide has references that are specific to the Matrox installation CD-ROM. If your Matrox product wasn't packaged by Matrox (for example, if it was included with your computer), your product may not include this CD-ROM.

If you don't have this CD-ROM, certain references in this guide may not reflect the software you have. For more information, see other software documentation provided by your system vendor.

## W

This section describes how to install Matrox software for *Windows 2000/XP or NT 4.0*.

You may need administrator rights to install certain software. For more information, see Windows documentation.



### 1 Install display driver

Windows detects new hardware when you restart. If Matrox display drivers haven't been previously installed, Windows prompts you to install a display driver. Follow the on-screen instructions. (The Matrox Windows 2000/XP display driver is in the *Win2kXP* folder of your Matrox installation CD-ROM.)

If you want to use TV output, you need to enable the feature when you install the display driver. For more information on TV output, see [“TV output”, page 14](#).

After the required display software is installed, you're prompted to restart your computer for changes to take effect.

### 2 Install optional software

After your computer has restarted, insert (or reinsert) the Matrox installation CD-ROM in your CD-ROM drive – the setup program automatically starts.\* The setup program shows you a list of additional items you can install. For each item you want to install, select a list item, click **Install**, then follow the on-screen instructions.

### 3 Set up your display software

See [“Display setup”, page 9](#).

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\* If Windows doesn't automatically start the setup program, you can start it manually from the root folder of the CD-ROM.



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# Display setup

**W** Windows 2000/XP or NT 4.0 – Your Matrox display driver includes Matrox PowerDesk software. This software helps you get the most out of your Matrox graphics card. This section has important information on how to configure your display settings using Matrox PowerDesk software.



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## Accessing PowerDesk property sheets

Many display controls are on Matrox PowerDesk property sheets. You can identify Matrox PowerDesk property sheets by the icon appearing on the tab. To access these property sheets:



- **Windows 2000/XP** – Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced**. If you're using a multi-display desktop, select a display before clicking **Advanced**.
- **Windows NT 4.0** – Click **Start** → **Settings** → **Control Panel** → **Matrox Display Properties** (double-click).

Also, to quickly access PowerDesk features, click the Matrox QuickDesk icon (  ) on your Windows taskbar. To see the QuickDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.



**Note:** Multi-display mode is supported under Windows 2000/XP and NT 4.0. For more information on multi-display mode, see Windows 2000/XP online help under “Multiple Display support”.

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## Monitor setup

Before changing your display resolution, color palette, or other Matrox PowerDesk settings, make sure correct software monitor settings are selected. If you have a Plug-and-Play (DDC) monitor, correct settings are usually automatically selected. The following explains how to make sure your monitor settings are okay.



**WARNING:** If incorrect software monitor settings are applied, *some* monitors can be permanently damaged. For more information, see your monitor manual.

**Windows 2000/XP** – If you have a Plug-and-Play (DDC) monitor, Windows should automatically use correct settings for your monitor. To make sure the correct monitor is selected in Windows:

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Monitor**. If you're using a multi-display desktop (see “Multi-display setup”, page 11), select a display before clicking **Advanced**.
- 2 If the monitor name listed doesn't match your monitor, click **Properties** → **Driver** → **Update driver**. Follow the on-screen instructions.
- 3 If you're using a multi-display desktop (see “Multi-display setup”, page 11), repeat steps 1–2 for each display in your Windows desktop.

For more information on Windows monitor settings, see Windows documentation.


If you want to customize your Windows monitor settings:

- 1 Access the PowerDesk **Monitor Settings** property sheet (see “Accessing PowerDesk property sheets”, page 9).
- 2 Depending on what you want to do, click one of the buttons in the **Monitor settings selection method** box, then follow the on-screen instructions.

#### Windows NT 4.0 –


- 1 Access the PowerDesk **Monitor** property sheet (see “Accessing PowerDesk property sheets”, page 9).

- 2 If you have a Plug-and-Play monitor:

 Plug-and-Play (DDC) monitor

Make sure the **Plug-and-Play (DDC) monitor** button is selected. If so, the Matrox display driver *automatically* uses correct settings for your monitor. If not, click this button, then click **Apply**.

If you don't have a Plug-and-Play monitor:

 Default monitor (60 Hz)

See if the **Default monitor (60 Hz)** button is selected. If so, use the Matrox monitor selection method. For more information on Matrox monitor selection, see Matrox PowerDesk online documentation.

- 3 If you're using a multi-display desktop (see “Multi-display setup”, page 11), repeat steps 1–2 for each display in your Windows desktop.

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## Multi-display setup

To set up multi-display mode:

**Windows 2000/XP** – If multi-display mode isn't automatically enabled when you restart Windows:

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select the disabled display, enable the **Extend my Windows desktop onto this monitor** check box, then click **Apply**.
- 3 To change resolution and color settings for each display, select a display, then change the **Screen area** and **Colors** settings. When you're done, click **OK**.

**Windows NT 4.0** –

- 1 Access the PowerDesk **Settings** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).
- 2 Click **Multi-Display Desktop** ().
- 3 Move the **Desktop area** slider to adjust your multi-display desktop, then click **OK** to accept your changes.



**Note:** In multi-display mode under Windows NT 4.0, the same display settings (resolution and color palette) are used for each display.



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## Advanced multi-display setup

**Windows 2000/XP** – Use **Matrox Hybrid Display** to configure advanced display settings. With this software, you can:

- Combine 2 or more individual displays into a single Windows display. (A *Windows display* is a display that Windows recognizes and that can be adjusted with Windows controls.)
- View a *clone* (copy) of a Windows display on one or more other displays.
- Use up to 16 displays at a time by combining or copying displays. To do this, you need more than one supported Matrox graphics card installed in your computer. (Without this software, the maximum number of independent displays you can use at a time with Windows 2000/XP is 10.)
- Rotate one or more displays to support portrait orientation. (A *portrait* orientation is taller than wide.)
- Change the display layout to reflect the physical layout of your monitors.

To set up an advanced multi-display desktop:

- 1 Click the Matrox QuickDesk icon (  ) on your Windows taskbar, then click **Matrox Hybrid Display**. To see the QuickDesk icon in Windows XP, you may need to click the **Show hidden icons** button (  ) on your Windows taskbar.
- 2 Select **Enable an advanced multi-display setup**, then click **Next**.
- 3 Select the maximum number of Windows displays you want to use. (Using only 1 Windows display for all your individual displays is also referred to as an *NT-style* multi-display setup.)
- 4 Select the first **Undefined** display, then click **Display Setup**.
- 5 Make sure each of the following controls are using the setting you want. Adjust them in this order:
  - a **Number of clones**
  - b **Display layout**
  - c **Display rotation**
  - d **Display resolution**
  - e **Color palette**
  - f **Refresh rate**
  - g **Enlarge mouse pointer**
- 6 Click **OK**.
- 7 Repeat steps 4 to 6 until there are no more **Undefined** or available displays. An **Undefined** display won't be used when Windows restarts.
- 8 Click **Next**.
- 9 Click **Finish**. For changes to take effect, your computer must be restarted.

For more information on specific controls, see context-sensitive help.



**Note:** You can position each Windows display through the Windows controls. To access these controls, right-click your Windows desktop background, then click **Properties** → **Settings**.

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## More PowerDesk information

For more information on Matrox PowerDesk:

**Windows 2000/XP or NT 4.0** – For context-sensitive help where available, click the “?” icon in the title bar, then click the item you want help on. Right-click a help topic for a pop-up menu that lets you print or copy it. (Some help topics are only available through context-sensitive help.)

**Windows 2000/XP** – Access the PowerDesk **Information** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9), then click **Help** or **View Readme File**.

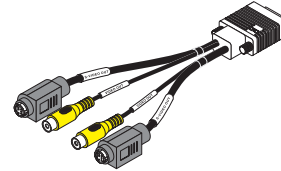
**Windows NT 4.0** –

- Access the Matrox PowerDesk **Information** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).
- Click the Matrox QuickDesk icon (  ) on your Windows taskbar, then click **Help** → **PowerDesk Guide** or **Help** → **View Readme File**.

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# TV output

With your Matrox card, you can use dual-TV-output cables instead of dual-monitor cables. With dual-TV-output cables, you can view or record your displays with TVs or video recorders. While using TV output, all your displays use TV output settings. If you want to use this feature and dual-TV-output cables weren't included with your Matrox product, you can purchase them separately (see <http://shopmatrox.com>).



Dual-TV-output cable

This section describes how to use the *TV output* feature.



**Note:** To use TV output, you need to enable the feature when you install the display driver for your Matrox product. If TV output isn't enabled, you need to reinstall the display driver and enable TV output. For more information, see “[Connection setup](#)”, page 6 and “[Software installation](#)”, page 8.



**Note:** TV output isn't supported with full-screen DOS display modes (for example, the information you see before Windows starts) or with standard VGA mode (for example, when you restart Windows in “safe mode”). Older programs may use these display modes. While one of these display modes is in use, your TV displays nothing (black).



**Note:** Certain software (especially software that depends on hardware-based graphics acceleration) may not work properly while TV output is used.

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## Connection setup

### 1 Turn off computer



Windows 2000/XP –To shut down your computer, click **Start** → **Shut Down** → **Shut down** → **OK**, then turn off your computer.

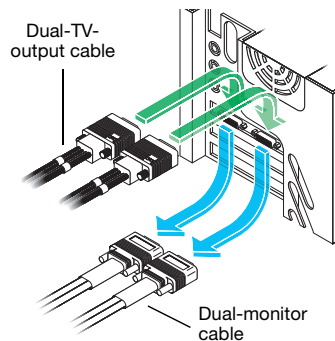


**WARNING:** Don't change monitor connections while your computer is turned on. While your computer is turned on, it may be using monitor settings that are specific to the current monitor connections.

If a display device (monitor, TV or video recorder) is connected while your computer is using settings intended for another display device, the display of the new device may be garbled or unusable. *Some* devices may be permanently damaged if incorrect settings are used.

## 2 Replace your dual monitor cables

- a Disconnect any computer monitor connected to your dual-monitor cables.
- b Detach any dual-monitor cable from your Matrox card.
- c Attach your dual-TV-output cables to your Matrox graphics card.\*



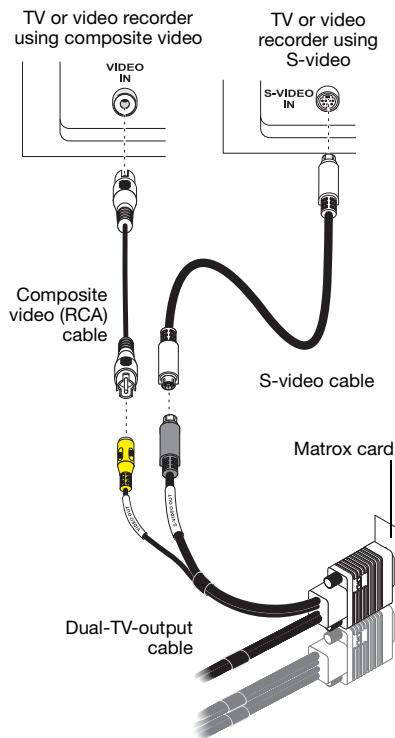
## 3 Connect video output

To connect to a TV or a video recorder, you'll need a composite video (RCA) or S-video cable.

If your video device (a TV or a video recorder) didn't come with one of these cables, these types of cable are available at most electronics stores. The type of cable you use depends on what your video device supports. Many video devices support composite video connections, and some higher-quality video devices support S-video connections.

For each TV or video recorder, you want to connect to your Matrox product:

- a Attach one end of your composite video or S-video cable to the appropriate connector on your dual-TV-output cable.
- b Attach the other end to the **VIDEO IN**<sup>†</sup> connector on your TV<sup>‡</sup> or video recorder.



(Note: Using the Matrox composite video **and** S-video connectors at the same time is optional.)

\* Only one (1) dual-TV-output cable can be connected to Matrox MMS×2 cards.

† The labels on your devices may not be consistent with what's in this guide. Different manufacturers sometimes use different labels for the same type of controls and connectors. For example, the **VIDEO IN** connector on your TV may be labeled **VIDEO 1** (or **VIDEO 2**). To match labels, see the documentation for your video devices.

‡ If your TV only has an antenna or cable TV connector, you can use an *RF modulator* to connect it to your Matrox card. RF modulators are available at most electronics stores.

- c Before viewing or recording video output directly from your computer, make sure your TV or video recorder is set up to use *line* input. For example, if your TV has a **TV/VIDEO** switch, set it to **VIDEO**; or if your video recorder has a **TUNER/LINE** switch, set it to **LINE**.

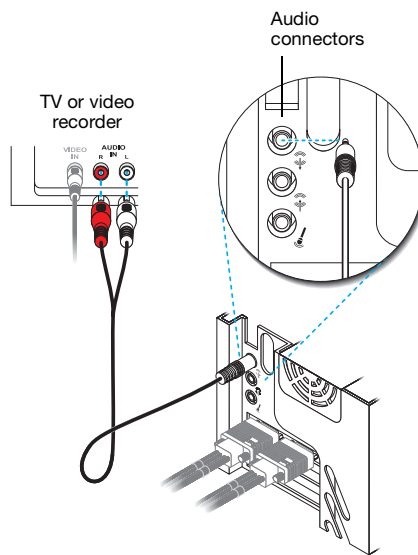
Optionally, if you use the composite video *and* S-video connectors on your Matrox TV adapter, you can directly connect two different video devices at the same time.

To view *and* record output from the same Matrox video connector, you can connect it to a video recorder and connect the video recorder to a TV. For more information, see your video recorder and TV manuals.

#### 4 Connect audio output

Typically, the sound output from a computer comes from speakers connected to your sound card. If you prefer, you can hear or record the sound output from your computer using the same TV or video recorder you connect to your graphics card. To do this, you need an audio cable with a stereo jack on one end and two RCA connectors on the other end. If you don't have this type of cable, you can buy one at most consumer electronics stores.

- a Plug the stereo-jack end of the audio cable into the **LINE OUT** (🔊) connector on your sound card.
- b Plug the other end of the cable into the left (**L**) and right (**R**) **AUDIO IN** connectors of your video device. For more information, see your sound card manual.



\* If your computer has no audio **LINE OUT** connector, you can use its **SPKR** (speaker) connector instead. In this case, all your computer sound output goes to the video device you connected to.




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## Software setup

**W** If a TV or video recorder is connected to your Matrox product, you can use TV output mode to view or record your display on your TV or video recorder. (To connect video devices to your computer, [see page 14.](#))

TV settings have lower resolutions and refresh rates than typical computer monitor settings. Lower refresh rates may result in more noticeable flicker.

 **Note:** Two TV standards are supported for TV output. The NTSC standard is used in North America and Japan, among other places. The PAL standard is used in most of Western Europe and in China, among other places.

If an incorrect TV standard is selected in Matrox software, the output from your computer may not appear or record properly on your TV or your video recorder. To find out what standard your TV or video recorder supports, see its documentation.

**Windows 2000/XP** – To adjust TV settings, access the Matrox PowerDesk **DualHead** property sheet ([see “Accessing PowerDesk property sheets”, page 9](#)).

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# Troubleshooting

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## Basic procedures

This section explains basic procedures that are referred to by some troubleshooting items in this guide.

### W Restarting in VGA mode

What follows is information on how to restart your computer in *VGA mode*.

Windows 2000/XP or NT 4.0 –

- 1 Restart your computer:
  - Windows 2000/XP – Click **Start** → **Shut Down** → **Restart** → **OK**\* to restart your computer. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
  - Windows NT 4.0 – Click **Start** → **Shut Down** → **Restart the computer** → **Yes**.

If your primary monitor is unusable, see your system manual for information on how to restart your computer using a hardware control.

- 2 **Windows 2000/XP** – *Before* Windows starts, press [F8] for the Windows startup menu to appear. (If [F8] doesn't work, instead try pressing and holding [Ctrl] before Windows starts.)
- 3 Select "VGA mode", then press [Enter].

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## Main troubleshooting

This section addresses possible problems that could prevent you from using your computer.

### **Problem** Computer doesn't display information or boot after Matrox card is installed

**Cause** Your Matrox card may not be properly installed.

**Solution** Make sure your Matrox card is properly installed. Specifically, make sure the card is firmly inserted in its expansion slot and that all connections to it are firmly in place. For more information, see ["Hardware installation", page 3](#).

**Cause** There may be an unsupported graphics adapter in your computer. (For Matrox *multi-display mode* in Windows NT, all graphics cards in your computer must be Matrox cards supported by the display driver.)

**Solution** If an unsupported graphics card is plugged into an expansion slot, remove it.

**Solution** If a graphics adapter is built-in to your computer motherboard, your system may not have automatically disabled it when you inserted your Matrox card. Check your system manual for instructions on how to disable your computer's built-in graphics adapter.

**Cause** Your computer BIOS (Basic Input/Output System) may not be up to date. For more information on your computer BIOS, see your system manual.

**Solution** Reinstall your previous graphics card and, if possible, update your computer BIOS. This can usually be done with software from the manufacturer of your computer. Contact your system vendor or manufacturer to get a BIOS update for your computer.

To get the correct BIOS update, you may need to know the serial number your computer displays when it restarts. (This number is usually in the lower-left corner of the display.)

## **Problem Wrong color balance, screen image off-center, or no picture at all**

**Cause** Your monitor video controls may be improperly set.

**Solution** Adjust your monitor controls (brightness, contrast, and so on). For more information, see your monitor manual.

**Cause** Your monitor may not be properly connected.

**Solution** Make sure your monitor is properly connected to the correct connector on your Matrox graphics card (see [“Connect your dual-monitor cables”](#), page 6).

**Solution** Make sure the monitor power cable is firmly in place.

**Cause** If display problems occur after the startup screen of your operating system, your software monitor settings may be incorrect.

**Solution** Make sure correct software monitor settings are selected.

**W** If your primary display is still usable, see [“Monitor setup”](#), page 9. Otherwise, see the next troubleshooting item.

**Problem** After the startup screen, or after display settings are changed, the screen image is garbled or unusable  
(blank screen, rolling or overlapping screen images)

**Cause** Analog monitors only – The Matrox display driver may be trying to use settings your monitor doesn't support. This can happen if a monitor was never selected in the software and the display resolution was changed to one your monitor doesn't support, or if the monitor connected to your computer was changed without changing it in the software.



**WARNING:** If incorrect software monitor settings are applied, *some* monitors can be permanently damaged. For more information, see your monitor manual.

**Solution**  
**W**

Make sure the correct monitor is selected in Windows.

Windows 2000/XP –

- 1 If your primary display is unusable, restart your computer in VGA mode (see “Restarting in VGA mode”, page 18).
- 2 Right-click your Windows desktop background, then click **Properties → Settings**.
- 3 Move the **Screen area** (Windows 2000) or **Screen resolution** (Windows XP) slider down to its lowest setting, then click **OK**.
- 4 Restart your computer normally.
- 5 Make sure the correct monitor is selected in Windows (see “Monitor setup”, page 9).
- 6 Make sure you're not using inappropriate monitor setting customizations: Access the PowerDesk **Monitor Settings** property sheet (see “Accessing PowerDesk property sheets”, page 9), then click **Delete all customizations**.
- 7 If necessary, restore your original display settings (see steps 2 and 3).



**Note:** In multi-display mode, each display has its own monitor settings (refresh rates). Make sure correct software monitor settings are selected for *each* monitor.

Windows NT 4.0 –

- 1 If your primary display is unusable, restart your computer in VGA mode (see “Restarting in VGA mode”, page 18).
- 2 Right-click your Windows desktop background, then click **Properties → Settings**. Windows may prompt you that the display settings are incorrect for the current mode; click **OK** to continue.
- 3 Move the **Desktop area** slider down to its lowest setting, then click **OK**.

- 4 Restart your computer normally.
- 5 With the Matrox PowerDesk **Monitor** property sheet, select monitor settings for each display, then adjust your display settings. For more information, see the Matrox PowerDesk online documentation.
- 6 If necessary, restore your original display settings (see steps 2 and 3).

**Cause** Files on your system may have been deleted or corrupted.

**Solution** Remove, then restore Matrox software:



**Note:** Before removing software, make sure you have all the necessary files to reinstall software that may still be needed. Also, make sure the display driver you reinstall supports *all* Matrox products in your computer.

#### Windows 2000/XP or NT 4.0 –

- 1 If your primary display is currently unusable, restart your computer in safe mode or VGA mode (see “Restarting in VGA mode”, page 18).
- 2 There are two display driver versions available for your Matrox G450 MMS series board. To remove Matrox software:

##### Windows 2000/XP (PowerDesk 5.x) –

Click **Start** → **Settings\*** → **Control Panel** → **Add/Remove Programs** (double-click\*) → **Matrox Graphics Software (remove only)** → **Change/Remove** → **Yes**.

(\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)

##### Windows 2000/XP (PowerDesk-SE 2.x) –

**a** Click **Start** → **Settings\*** → **Control Panel** → **Add/Remove Programs** (double-click\*) → **Matrox Graphics Software (remove only)** → **Change/Remove** → **Yes**.

(\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)

**b** Click **No** if you’re asked to restart your computer.

**c** Click **Matrox PowerDesk-SE** → **Change/Remove** → **Yes**.

##### Windows NT 4.0 (PowerDesk 5.x) –

Click **Settings** → **Control Panel** → **Add/Remove Programs** (double-click) → **Install/Uninstall** → **Matrox Graphics Software (remove only)** → **Add/Remove** → **Yes**.

- 3 Restart your computer.

- 4 After removing Matrox software, install the latest display driver for your Matrox graphics card. You may also need to reinstall other Matrox software.



**Note:** Windows 2000/XP – You may need administrator rights to remove certain software. For more information, see Windows documentation.

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## More information

We provide additional information in help files.



**Note:** Be sure to check for any last-minute release notes at the end of this manual and in the Matrox CD-ROM *Readme* file. Also, check the Matrox Web site ([www.matrox.com/graphics](http://www.matrox.com/graphics)) for the latest Matrox software, technical support, and product information.



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# Extra troubleshooting

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## Graphics

The following troubleshooting items address problems related to graphics cards.

**Problem**    **Can't use Windows, Windows reports a configuration error, and/or can't install or uninstall display driver**



**Note:** Windows 2000/XP or NT 4.0 – You may need administrator rights to install certain software. For more information, see Windows documentation.

**Cause**    The problem may be specific to the motherboard in your computer.

**Solution**    There may be a software update available for your motherboard. To find out what motherboard model your computer is using, see your system manual. For more information, contact the maker of your motherboard or computer. Many motherboard or computer manufacturers have software updates available on their Web site.

**Cause**    Files on your system may have been deleted or corrupted.

**Solution**    Remove, then restore Matrox software. For more information, [see page 21](#).

**Problem**    **Monitor settings aren't automatically detected**



**WARNING:** If incorrect software monitor settings are used, your display may become unusable and *some* monitors can be permanently damaged. For more information, see your monitor manual.



**Note:** To check if your monitor settings are properly selected:

**1** **Windows 2000/XP** – Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Monitor**. If you're using multi-display mode, select a display before clicking **Advanced**.

**Windows NT 4.0** – Access the Matrox PowerDesk **Monitor** property sheet (see “Accessing PowerDesk property sheets”, page 9). If you're using multi-display mode, select a display number.

**2** If you see the name of your monitor or “Plug-and-Play”, your monitor settings are properly selected.

If you see the wrong monitor name or **Default monitor**, your monitor settings aren't properly selected.

**Cause** Your monitor may not be Plug-and-Play. Most new monitors are Plug-and-Play but many older ones aren't. Software can't automatically detect settings for monitors that aren't Plug-and-Play.

**Solution** Manually select your monitor settings in the software. For Windows 2000/XP or NT 4.0, see “Monitor setup”, page 9.

**Cause** If a monitor was changed or added while Windows was running, the new monitor may not be detected by the software.

**Solution** Restart your computer. If your monitor is a Plug-and-Play (DDC) monitor, it should be automatically detected by the software.

## **Problem** **Built-in network card doesn't work after multi-monitor graphics card is installed**

**Cause** The installation of a multi-monitor graphics card may have caused your computer to reallocate system resources.

**Solution** Try reinstalling your network drivers.

**Solution** Try moving your Matrox multi-monitor graphics card to another PCI slot in your computer.

**Cause** You may have Service Pack 2 for Windows XP installed on a PCIe system.

**Solution** You may need Hotfix **KB890463** for Windows XP. For more information or to obtain this Hotfix, contact the Microsoft support center.



## Problem 3D and video programs don't work

**Cause** Your computer or program may not work well with bus mastering.

**Solution** Disable bus mastering:  
**W** (If you want to continue using bus mastering, see the other solutions.)

Windows 2000/XP –

- 1 Access the Matrox PowerDesk **Options** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).
- 2 Clear the **Use bus mastering** check box.
- 3 Click **OK** → **OK** → **Yes** to accept the changes.

Windows NT 4.0 –

- 1 Click **Start** → **Settings** → **Control Panel** → **Matrox Display Properties** → **Performance**.
- 2 Clear the **Use bus mastering** check box.
- 3 Click **OK** → **Yes** to accept the changes and restart your computer.

**Cause** Your Matrox card may be in a “slave” expansion slot on a computer that makes a distinction between bus mastering and slave slots.

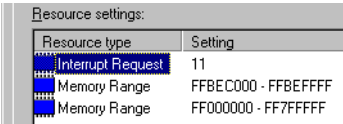
**Solution** Change slots – Shut down your computer, disconnect it from the power supply, remove your Matrox card and then insert it into a different PCI expansion slot. For instructions on how to safely install your Matrox card, see “[Hardware installation](#)”, page 3.

**Cause** Your computer may not have given an IRQ (interrupt request) to your Matrox graphics card or may have given one used by another device in your computer. This may be because your computer’s “Plug-and-Play” feature is turned off.

**W** Windows 2000/XP – To check the display adapter’s IRQ:

- 1 Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*) → **Hardware** → **Device Manager**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Click the plus sign to the left of the **Display adapters**. An “X” through an icon means the hardware has been disabled. A circled exclamation point through the icon means the hardware has a problem.

- 3 Double-click the name of your Matrox display adapter to open a properties dialog box. The type of problem is displayed in the **General** tab → **Device status** area. Check also the **Resources** tab → **Resource settings** list for an **Interrupt Request**.



Resource settings:	
Resource type	Setting
Interrupt Request	11
Memory Range	FFBEC000 - FFBEFFFF
Memory Range	FF000000 - FF7FFFFF

**Solution** Change settings in your computer BIOS setup utility.

If your computer has the options of enabling Plug-and-Play detection, or assigning an IRQ to a VGA adapter, make sure they're enabled. If your computer doesn't have these options, you may be able to manually assign an IRQ to your graphics card using the BIOS setup utility.

For more information on the BIOS setup utility of your computer, see your system manual or contact your system manufacturer.

**Cause** Your computer's other BIOS settings may be incorrect.

**Solution** Reset your computer BIOS settings to the factory defaults using your computer's built-in BIOS setup utility. The factory defaults are usually the "safest" settings. Check your system manual for more information.

### **Problem** **W** **After game for Windows 2000/XP starts, monitor doesn't display properly** (blank screen, rolling or overlapping screen images)

**Cause** If your game uses a low-resolution (640 × 480 and below), full-screen display mode, your monitor may not support the refresh rate the Matrox driver is using.

**Solution** If the game is still running in full-screen mode and your monitor is unusable, exit the game. To do this, press [Alt]+[Tab] *once*, right-click the name of the game on the Windows taskbar, then click **Close**.

Make sure the correct monitor is selected in Windows (see "Monitor setup", page 9).

**Solution** **PowerDesk 5.x** – Make sure your Matrox monitor settings are correct:

- 1 If the game is still running in full-screen mode and your monitor is unusable, exit the game. To do this, press [Alt]+[Tab] *once*, right-click the name of the game on the Windows taskbar, then click **Close**.
- 2 Access the Matrox PowerDesk **Monitor Settings** property sheet (see "Accessing PowerDesk property sheets", page 9).
- 3 Click **Select customizations from the Matrox list**.

- 4 From the Matrox monitor list, select the monitor model you're using. If your monitor model doesn't appear in the list, select a monitor that runs at 60 Hz at 640 × 480 (for example, **Standard Monitor Types** → **Vesa 1024X768 @60Hz** → **Next**). Follow the on-screen instructions to complete the selection.

## **Problem** **W** **Using multiple displays under Windows 2000/XP or NT 4.0, program doesn't work with main graphics card**

**Cause** Your main graphics card may not be controlling your primary display. The graphics card that controls your primary display is the one that first displays information when you restart your computer.

A program that doesn't recognize multiple displays may not work with a graphics card unless it's controlling your primary display.

Your computer BIOS (Basic Input/Output System) and the slot type (AGP, PCI, or PCIe – see “Choose a PCI slot”, page 4) of each graphics card help determine which graphics card controls your primary display.

**Solution** If you're having problems with a program that can be moved on your Windows desktop, run this program on your primary display. Make sure the program window doesn't overlap any other display. If the program doesn't work with the graphics card controlling your primary display, or you want your main graphics card to control your primary display, see the other solutions.

**Solution** Change the configuration of your computer BIOS so that the slot type of your main graphics card has priority for becoming the primary display. For information on how to change your computer BIOS settings, see your system manual.

If your computer BIOS doesn't let you select which slot type has priority for becoming the primary display, a BIOS update may be available to let you do this. (The BIOS of most computers can be updated with software.) For a possible BIOS update for your computer, contact your system vendor.

**Solution** If there's a graphics controller built into the motherboard of your computer, by changing your computer BIOS settings, you may be able to change which device controls your primary display. For more information, see your system manual.

**Solution** If you don't need to use the graphics card that's controlling your primary display, remove it from your computer. If your primary display is controlled by the motherboard of your computer, see your system manual for information on how to disable this graphics controller.

**Cause** The program you're using may not work properly with systems using more than one display at a time.

**Solution** An update may be available for the program you're using. This update may fix problems this program has with multi-display systems. For more information, contact the software distributor for the program you're using.

**Solution** **W** **Windows 2000/XP – For advanced users** – To use a program that doesn't support multi-display systems, you can disable all displays other than your primary display:

- 1 Restart your computer in "VGA" mode (see "Restarting in VGA mode", page 18).
- 2 Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*) → **Hardware** → **Device Manager**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 3 Click the plus sign to the left of the **Display adapters**.
- 4 For each display adapter, *except* for the one controlling your primary display, right-click the name of a display adapter, then click **Disable** → **Yes**.



**Note:** Your primary display can't be disabled.

- 5 Restart your computer for changes to take effect.



**Note:** To restore display adapters, repeat steps 2–5, but click **Enable** in step 4.

**Problem** **W** **Not all graphics cards in the computer are fully supported**  
(Software doesn't work with a certain graphics card, or another graphics card doesn't work at all)

**Cause** If you have different models of graphics cards in your computer, your Matrox display driver may not support all the graphics cards in your computer.

Under Windows 2000/XP, a display driver may support one or more graphics cards. If a display driver doesn't support a certain card, a different display driver must be used for that card. Software that depends on a certain display driver may not work with a graphics card that's not using the same display driver.

Under Windows NT 4.0, only one display driver at a time may be used. To use more than one graphics card, the display driver must support all the graphics cards installed. If an unsupported graphics card is installed in your computer, that card either isn't used or your computer restarts in VGA mode (single-display, 640 × 480 resolution, 16 colors).

**Solution** Install the latest unified display driver for your Matrox graphics cards. (A *unified* display driver supports more than one model of graphics card.) This driver is available on the Matrox Technical Support Web site ([www.matrox.com/graphics/support](http://www.matrox.com/graphics/support)). Make sure that the display driver supports *all* Matrox products in your computer. Install the display driver by running the setup program included with it.

**Note:** If your Matrox product was provided by the manufacturer of your computer, check the Web site of that manufacturer for the latest display driver. A display driver provided by the manufacturer of your computer is more likely to be tested with your computer model.

**Note:** A unified Matrox display driver may not be available for all the models of Matrox graphics cards installed in your computer (especially for older models). Under Windows 2000/XP, you can use more than one display driver in this case.

**Solution** If a graphics card isn't supported, you may need to remove it. If there's a graphics processor built into the motherboard of your computer that's not supported by your software, see your system manual for information on how to disable this graphics processor.

**Cause** **Windows 2000/XP** – If the Windows method for display driver installation was used (instead of running the setup program included with your Matrox display driver), the driver may not be installed for all the graphics cards it supports.

**Solution** Run the setup program included with the Matrox display driver. The setup program automatically installs the display driver for each Matrox graphics card it supports.

## **Problem W** In multi-display mode, displays aren't numbered consecutively

**Cause** If you have more than one graphics card in your computer, the display numbering may not be consecutive for the displays of a multiple-display card. Display numbering depends on the types of expansion slots used in your computer (AGP and PCI) and the BIOS settings of your computer.



**Solution** **Windows 2000/XP** – Move the displays in Windows.

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.

- 2 Select a display and move it according to the physical position of the monitor it's associated with.



**Note:** In multi-display mode for Windows NT 4.0, you have limited control over the arrangement of your displays. For more information, see Matrox PowerDesk documentation.

**Problem** **Screen image defects appear, program doesn't run properly, or Windows doesn't work properly**  
(example: mouse pointer not drawn properly)

**Cause** Some programs may not work properly with some Matrox acceleration.

**Solution** Disable specific types of software acceleration:

Windows 2000/XP (PowerDesk 5.x) –

- 1 Access the Matrox PowerDesk **Options** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).
- 2 Clear one or more check boxes, starting with **Use device bitmaps caching**.  
For more information, see context-sensitive help.
- 3 Click **OK** → **Close** to accept the changes. (Depending on the feature you disabled, you may have to restart your computer for the changes to take effect.)

Windows NT 4.0 –

- 1 Access the Matrox PowerDesk **Performance** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).
- 2 Clear one or more check boxes. For more information, see context-sensitive help.
- 3 Click **OK** → **Yes** to accept the changes. (Depending on the feature you disabled, you may have to restart your computer for the changes to take effect.)

**Solution** Disable Windows effects:

Windows 2000 –

- 1 Right-click your Windows desktop background, then click **Properties** → **Effects**.
- 2 Disable one or more features under **Visual effects**.

Windows XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Appearance** → **Effects**.
- 2 Disable one or more features.

**Solution** If possible, update your Matrox display driver. Matrox makes new display drivers available on the Matrox Technical Support Web site ([www.matrox.com/graphics/support](http://www.matrox.com/graphics/support)).



**Note:** If your Matrox product was provided by the manufacturer of your computer, check the Web site of that manufacturer for the latest display driver. A display driver provided by the manufacturer of your computer is more likely to be tested with your computer model.

**Solution** Windows 2000/XP – Disable Matrox hardware acceleration:

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings** → **Advanced** → **Troubleshooting** (or **Troubleshoot**).
- 2 Move the **Hardware acceleration** slider to **None**.
- 3 Click **OK** → **OK** to accept the changes.



**Note:** If you identify a program that doesn't work well with Matrox acceleration, please contact Matrox technical support (see page 43) and describe the problem. This information may help us come up with a fix or work-around in a future driver release.

## **Problem Program window or dialog box doesn't appear on screen**

**Cause** Another window or dialog box may be covering the window or dialog box you want to see.

**Solution** Move, close, or minimize any window or dialog box that may be covering the window or dialog box you want to see.

**Cause W** If you're using multi-display mode, the program window or dialog box may be in a display or on a monitor that's unusable. (For example, your monitor may not be properly connected or configured.)

**Solution** Make sure all the displays and monitors you want to use are usable. For more information, see other troubleshooting items in this guide.

**Cause** The software may be using a display you didn't intend to use or the software may be configured to use more displays than the actual number of monitors you have.

**Solution** Disable the display:



Windows 2000/XP –

- 1 Right-click your Windows desktop background, then click **Properties** → **Settings**.
- 2 Select the display you want to disable, then clear the **Extend my Windows desktop onto this monitor** check box.

## Windows NT 4.0 –

- 1 Access the Matrox PowerDesk **Settings** property sheet (see “Accessing PowerDesk property sheets”, page 9).
- 2 Move the **Desktop area** slider until the number of displays used matches the number of monitors connected, then click **OK** to accept your changes. (The display you disable must be the last one, if it’s not, to change your display configuration, see page 29.)

### Cause W

The program window or dialog box may be somewhere off-screen.

### Solution

If the program window you want to see is named on the Windows taskbar, right-click on it and select **Maximize**. (If you click **Restore** the program window goes back to its previous position. To fix this problem, see the other solutions.)

### Solution

Manually move the program window or dialog box:

- 1 Press [Alt]+[Space].
- 2 If you see a pop-up menu, click **Move**. If you don’t see a pop-up menu, press [M] (for **Move**).
- 3 Press on one of the arrow keys once and move your mouse pointer to where you want the window or dialog box to appear, then click. The program window or dialog box should appear where you clicked.

### Solution

Windows 2000/XP (PowerDesk 5.x) – Use the **Move All Windows to Primary Display** feature to move the program window or dialog box. Simply press the keyboard shortcut assigned to this feature.

To assign a keyboard shortcut to this feature:

- 1 Click the Matrox QuickDesk icon (  ) on your Windows taskbar, then click **Hot Keys**.
- 2 Create a keyboard shortcut for the **Move All Windows to Primary Display** feature.

### Solution

Windows 2000/XP or NT 4.0 –

- 1 Windows 2000/XP (PowerDesk 5.x) – Click the Matrox QuickDesk icon (  ) on your Windows taskbar, then click **Multi-Display Controls**.

Windows 2000/XP (PowerDesk-SE 2.x) – Click the Matrox PowerDesk icon (  ) on your Windows taskbar, then click **Desktop Management**.

Windows NT 4.0 – Access the Matrox PowerDesk **PowerDesk** property sheet (see “Accessing PowerDesk property sheets”, page 9).

- 2 Enable one or more of the following features:



Windows 2000/XP (PowerDesk 5.x) –

- **Open program windows in display**
- **Use CenterPOPUP**

Windows 2000/XP (PowerDesk 2.x) –

- **Open program windows**
- **Center dialog boxes and message boxes**

Windows NT 4.0 –

- **Open program windows in display**
- **Center dialog boxes**

**3** Choose where you want the program window or dialog box to appear.

For more information, see Matrox PowerDesk context-sensitive help.

**Problem Display on digital monitor appears blurry or uses only a portion of the screen**

**Cause** You may be using a lower display resolution than what your digital monitor supports. If your monitor supports display scaling, the image on your screen may appear blurry. If display scaling isn't supported, the display may use only a portion of your screen.

**Solution** Select the highest display resolution available. This generally results in better image quality.

**Problem Can't select one or more display resolutions supported by your monitor**

**Cause** **W** Windows 2000/XP – Windows may be disabling display resolutions that it can't detect as supported by your monitor.

**Solution** Install the latest monitor software from your monitor manufacturer.

**Solution** Change Windows monitor settings:

- 1** Right-click your Windows desktop background, then click **Properties → Settings**.
- 2** If you're using a multi-display desktop, select a display.
- 3** Click **Advanced → Monitor**, disable **Hide modes that this monitor cannot display**, then click **OK → OK**.

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## Video

The following troubleshooting items address problems related to video files.

### Problem Video file playback is jerky (skipping frames)



**Note:** Jerky video file playback may be the result of slow playback or recording. Slow recording causes frames to be dropped (frames aren't recorded). If jerky video is caused by frames that were dropped during recording, the problem can only be fixed by recapturing the video under better conditions.

**Cause** Your hard disk may be too slow.

**Solution** Try *defragmenting* your hard disk.



Windows 2000/XP – To defragment a hard disk, click **Start → Programs** (or **All Programs**) → **Accessories → System Tools → Disk Defragmenter**.

**Solution** If possible, try using a faster disk.



**Tip:** If your computer has more than one hard disk, you may get better results if you play back or capture video files with a disk *other than* the one where the Windows swap file is stored. The Windows swap file is usually stored on drive “C.”

**Solution** Make sure the drive you're using (a hard disk or DVD drive) is using DMA (if your drive supports DMA transfers). To use DMA:



**WARNING:** Not all drives support DMA well. For more information, see the documentation that came with your hard disk.

Windows 2000/XP –

- 1 Click **Start → Settings\*** → **Control Panel → Performance and Maintenance\*** → **System** (double-click\*) → **Hardware → Device Manager**. (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2 Double-click the **IDE ATA/ATAPI controllers** list item to expand it, then double-click the name of the appropriate controller.
- 3 Change each **Transfer Mode** setting to “**DMA if available**”.
- 4 Click **OK** to accept the changes.

**Windows NT 4.0** – Install a DMA driver. For most computers, a DMA driver is available for Windows NT 4.0 (for example, the “PIIX Bus Master IDE” driver supports many computers). For more information on how to get this driver, contact your system vendor.

**Cause** Too many programs may be running (using up computer resources).

**Solution** Close other programs, including memory-resident programs like **System Agent**.

**Cause** Your display settings may be too high. As a result, video file playback may not be fully supported by your Matrox hardware.

**Solution** Try lowering your display settings. We recommend a 1024 × 768 or lower display resolution with a 16-bit color palette.

**W** To access display settings:

- **Windows 2000/XP** – Right-click your Windows desktop background, then click **Properties** → **Settings**.
- **Windows NT 4.0** – Access the Matrox PowerDesk **Settings** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).

**Cause** Your Matrox graphics card may be sharing an IRQ (interrupt request) with another PCI card in your computer (for example, a network card).

**Solution** Try moving the other PCI card to another PCI slot in your computer. For more information, see the documentation for this card or see your system manual.

**Solution** Try moving your Matrox graphics card to another PCI slot in your computer.

## **Problem    Mouse pointer flickers or disappears when it’s over a video window**

**Cause** You may be using a customized mouse pointer. Windows draws customized mouse pointers in a way that may cause them to flicker or disappear while they’re over a video window.

**Solution** **Windows 2000/XP or NT 4.0** – Use default Windows mouse pointers:

**W**

- 1** Click **Start** → **Settings\*** → **Control Panel** → **Printers and Other Hardware\*** → **Mouse** (double-click\*). (\* Depending on your version and configuration of Windows, this part of the step may not be necessary.)
- 2** Click the **Pointers** tab.
- 3** In the **Scheme** box, select (or reselect) “**(None)**”, then click **OK**.

## Problem Can't view video

**Cause** Your display settings may be too high.

**Solution** Try lowering your display settings (resolution, color palette, and/or refresh rate). For information on changing display settings, see “Display setup”, page 9.

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## Sound

The following troubleshooting items address problems related to sound cards.

### Problem Sound doesn't record, video files play back with no sound, or sound output is distorted or too loud

**Cause** If the sound problem is with a particular device (for example, TV or speaker), the volume control on the device itself may need adjusting.

**Solution** Adjust the volume control on the device itself.

**Cause** Audio cables may be loose or incorrectly wired.

**Solution** Make sure your sound card cables are properly connected.

**Cause** Your sound card's Windows software settings may be incorrect. Specifically, input or output may be disabled, or volume levels may be too low or too high.

**Solution** **W** **Windows 2000/XP or NT 4.0** – Make sure your sound card's Windows software settings are correct:

- 1 Double-click the speaker icon (  or  ) on the Windows taskbar.

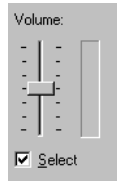
If you *don't* see the speaker icon:

**Windows 2000 or NT 4.0** –

- a Click **Start** → **Settings** → **Control Panel**.
- b Double-click the **Multimedia** or **Sounds and Multimedia** icon.
- c Enable the “**Show volume control on the taskbar**” check box.
- d Click **OK**.
- e Double-click the speaker icon on the taskbar.

## Windows XP –

- a Click **Start** → **Settings\*** → **Control Panel** → **Sound, Speech, and Audio Devices\*** → **Sounds and Audio Devices**. (\* Depending on your configuration of Windows, this part of the step may not be necessary.)
  - b Enable the “**Place volume icon in the taskbar**” check box.
  - c Click **OK**.
  - d Double-click the speaker icon on the taskbar.
- 2 Click **Options** → **Properties**.
  - 3 Click the **Recording** button, enable all check boxes in the list box, then click **OK**.
  - 4 For the **Line In** and/or **Microphone** controls, make sure the **Volume** slider levels are okay (if you’re not sure, try half level), and the appropriate **Select** check box is enabled.
  - 5 Click **Options** → **Properties**.
  - 6 Click the **Playback** button, enable all check boxes in the list box, then click **OK**.
  - 7 For the **Master**, **Line**, and/or **Wave** controls, make sure the **Volume** sliders are at one-quarter to one-half levels (if you’re not sure, try half level), and the **Mute** check boxes are cleared.
  - 8 Close the dialog box.



**Note:** Depending on your sound driver, certain labels may be different. For example, **Line In** may be labeled **Line**.

**Cause** The problem may be specific to the sound card you have.

**Solution** For more information, see your sound card manual.

---

# Display information

- Your Matrox graphics card is 100% VGA compatible and supports all VESA standards: VBE 2.0 (Super VGA modes), DPMS (energy saving), and DDC-2B (Plug-and-Play monitor).
- The display resolutions available depend on your Matrox graphics card, display driver, and software monitor settings. Different software monitor settings have different resolutions available to them. With your software monitor settings, some of the resolutions listed in this section may not be available, *or* resolutions not listed in this section may be available. For more information on software monitor settings with Windows 2000/XP or NT 4.0, see “[Monitor setup](#)”, page 9.
- Many Plug-and-Play monitors don’t automatically report if they’re capable of  $1152 \times 864$ , or  $1600 \times 1200$  and higher display resolutions. To use these resolutions, or higher refresh rates than those reported by the monitor, you can use the Matrox monitor selection method. To use Matrox monitor settings with Windows 2000/XP or NT 4.0, see “[Monitor setup](#)”, page 9.
- Your Matrox graphics card supports display resolutions up to  $2048 \times 1536$  (traditional) and up to  $1920 \times 1200$  (widescreen).
- At the highest display resolution ( $2048 \times 1536$ ), your Matrox graphics card supports a vertical refresh rate of up to 85 Hz.
- In multi-display mode, each monitor has its own monitor settings (refresh rates). Make sure correct software monitor settings are selected for *each* monitor.
- You may experience problems viewing certain types of video (for example, DVD video). If you experience this problem, try lowering your display settings (resolution, color palette, and/or refresh rate). For information on changing display settings, see “[Display setup](#)”, page 9.

## Supported VESA modes

In the table below, VESA modes supported by your Matrox graphics card are indicated by a VESA mode number. Many Super VGA DOS programs use VESA modes.

Display resolution	16 colors	256 colors	32 K colors	64 K colors	16 M colors
$640 \times 400$	—	100	—	—	—
$640 \times 480$	(VGA)	101	110	111	112
$800 \times 600$	102	103	113	114	115
$1024 \times 768$	—	105	116	117	118
$1280 \times 1024$	—	107	119	11A	11B

## Digital flat panel information

Matrox G450 MMS products that support digital monitors are fully DVI 1.0 compliant. The following maximum simultaneous display settings are supported with digital flat panels:

- 112 MHz pixel clock
- 1280 × 1024\*† display resolution (SXGA)
- 60 Hz vertical refresh rate (with standard VESA monitor timings)
- millions of simultaneous display colors

\* With digital (flat panel) monitors that don't support display scaling, if you use a display resolution lower than the maximum display resolution, the display may only use a portion of the screen (the rest of the screen will be black).

† DOS display modes may not be supported with some 1280 × 1024 digital flat panel monitors that don't support display scaling. For a possible work-around or fix for this problem, contact Matrox.

# Hardware information

## Features

	G450×2 MMS	G450×4 MMS
<b>Graphics chip model</b>	Matrox G450 (256-bit DualBus)	
<b>PCI bridge controller</b>	Hint HB4 or PLX HB4	
<b>RAMDAC</b>	360 MHz (internal)	
<b>Memory type</b>	DDR (Double Data Rate) SDRAM	
<b>Card type</b>	PCI (32-bit, 33 MHz)	
<b># of displays supported</b> (# of graphics chips)	2	4
<b>Memory</b>	2 × MB	4 × MB
<b># of dual-monitor cables</b> (Part #: DL-CAB-DVI-I)	1	2
<b># of DVI-to-HD15 adapters</b> (Part #: DVI-I-VGA)	2	4
<b>Digital monitor support</b>	DVI	DVI

## Technical features

- Supports PCI bus version 2.1 and 2.2 at clock speeds up to 33 MHz

## Video specifications

- Separate sync monitors only
- The video follows the PS/2 standard, with no sync on RGB, and no blanking pedestal. Black or blank – 0.0 V; White – 0.700 V.



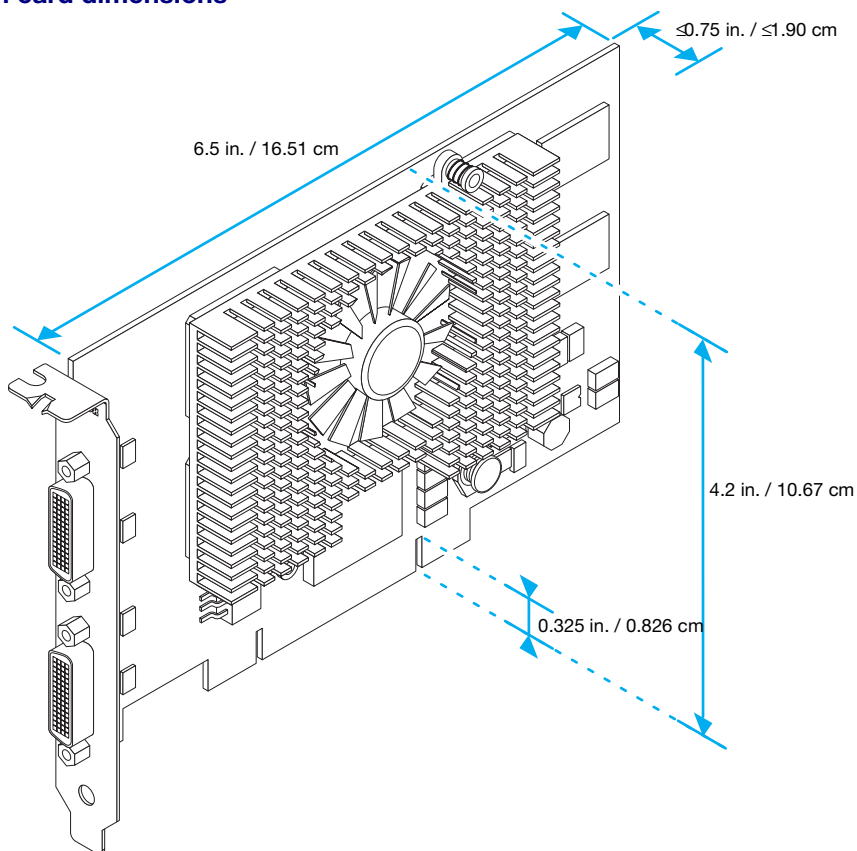
## Environmental specifications

- Minimum/maximum ambient operating temperatures: 0 to 55 °C
- Minimum/maximum storage temperature: -40 to 75 °C
- Maximum altitude for operation: 3,000 meters
- Maximum altitude for transport: 12,000 meters
- Operating humidity: 20 to 80% relative humidity (non-condensing)
- Storage humidity: 5 to 95% relative humidity (non-condensing)
- Estimated mean time before failure (MTBF): 37,931 hours (4.33 years) at 50 °C, 26,893 hours (3.07 years) at 70 °C

## Digital flat panel information

- TMDS (Transition Minimized Differential Signaling) encoding based on the Silicon Image PanelLink standard
- DDWG (Digital Display Working Group) compliant DVI connector
- EDID (Extended Display Identification Data) 1.2 and 2.0 support

## Maximum card dimensions\*



\* Pictured is a G450x4 MMS card.

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# Customer support

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## Matrox Web

Matrox is on the Internet with a World Wide Web (WWW) site. Our Web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material.

- Visit the Matrox Graphics Web site at [www.matrox.com/graphics](http://www.matrox.com/graphics).
- E-mail questions or comments regarding the site to [webmaster@matrox.com](mailto:webmaster@matrox.com).

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## If you have a problem

Matrox values your business and offers professional support for your Matrox product. For product support, contact your Matrox representative or visit our technical support Web site at [www.matrox.com/graphics/support/](http://www.matrox.com/graphics/support/).



### Information we need

Please give a complete description of the problem, and include:

- Matrox card serial number, model number, revision number, BIOS number, driver type and version, and memory address at which the Matrox card is installed.
- Computer brand and model name.
- Monitor brand and model name.
- Operating system, version, and service pack.
- Brand and model of any other cards and devices installed on your system.

### Program specific problems

If a problem appears with a specific program, please give us the following information:

- Display settings (color palette, display resolution, and so on) applied when the problem occurs.
- If possible, take note of the file and segment address that caused the problem.
- Detailed steps known to cause the bug, so we can reproduce it.



## Where to get information

For display information:

- **Windows 2000/XP or NT 4.0** – Access the **Information** property sheet (see “[Accessing PowerDesk property sheets](#)”, page 9).

For system information:

- **Windows 2000** – Right-click the **My Computer** icon on your Windows desktop background, then click **Properties**.
- **Windows 2000/XP** – Click **Start** → **Programs** (or **All Programs**) → **Accessories** → **System Tools** → **System Information**.
- **Windows XP** – Click **Start** → **Settings\*** → **Control Panel** → **Performance and Maintenance\*** → **System** (double-click\*). (\* Depending on your configuration of Windows, this part of the step may not be necessary.)
- **Windows NT 4.0** – Click **Start** → **Administrative Tools (Common)** → **Windows NT Diagnostics**.

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# Warranty

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## A. Limited Warranty Statement

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  - h. software;
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5. This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

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4. Customer shall be responsible for all applicable taxes, duties and customs fees on any replacement unit, as well as all transport, insurance, storage and other charges incurred on all returned products.

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## **D. Obtaining Service**

1. Verify that your Matrox product was installed and configured according to the information in its accompanying documentation.
2. Read the "Troubleshooting" information included with the Matrox product to see if you can solve the problem yourself.
3. If you are still experiencing difficulties, please contact your dealer where you purchased your Matrox product.
4. If you must return a Matrox product, leave the configuration as it was when you were using it, and leave all identification stickers on the product. Pack the product in its original box and return to your Matrox dealer where the product was purchased, together with your proof of purchase. Your Matrox dealer will return the product for you. Alternatively, if this first option is unavailable to you, you may contact the Matrox Technical Support group who will issue an Return Merchandise Authorization (RMA) number, upon receipt of adequate proof of purchase, and inform you of shipping instructions. DO NOT RETURN THE PRODUCT TO MATROX WITHOUT MATROX'S RMA NUMBER AND EXPRESS AUTHORIZATION.

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## **E. General**

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## USA

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## CANADA

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### (Français) Conformité avec les exigences du ministère de l'Industrie Canada

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## JAPAN

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## EUROPE

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#### EUROPE

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